



A DC workman helps move into the new north wing of the Auditorium this past week.

Campus Police arrest top Gallaudet drug supplier

The Campus Police have arrested an individual believed to be the major supplier of narcotics and dangerous drugs to students at Gallaudet College. The arrest was made on Friday evening, Nov. 7 by Lt. Bernard Holt, in a basement stairwell of the Dining Hall.

Russell Lee Deboer, 33, of College Park, MD., known as "Russell" in law enforcement and drug circles, was apprehended after a brief struggle with police. He was charged with possession of C.D.S. (Controlled Dangerous Substances) and transported to a Metropolitan Police Station, where later he was also charged with possession with intent to sell. He had six \$50 bags of cocaine in his possession, a small amount of marijuana, a list of his suspected clients and several hundred dol-

lars in cash.

The Campus Police have been observing and investigating Deboer's activities for the past three years. Although officers were able to break up and eliminate many of his associates on campus, they were never quite able to develop a case against Deboer himself. As his local distributors were arrested or expelled from school, he simply managed to find others willing to take most of the risk. "We've done everything but hire a witch doctor to stick pins in a doll of his likeness," said Assistant Manager of Safety and Security Allen Nowell of DOSS's attempts to arrest Deboer.

Most recently, Deboer was present at a party in Prince George's County at which large numbers of Gallaudet students were present. Deboer is also deaf. He used the party as an opportunity to distribute narcotics and drugs to Gallaudet students. The Campus Police have been able to confirm that barbiturates, amphetamines, cocaine, marijuana and LSD were all present at the party. A female student who attended the party was later taken to Washington Hospital Center following a bad hallucinogenic reaction after she ingested LSD. Campus investigation of Deboer intensified following the incident.

Russell Deboer's arrest is considered by Campus Police officials to be one of the most significant drug arrests ever made at Gallaudet.

The School of Communication

"Communication is not just something you read in a book; it is a dynamic process," according to David Tweedie who, as dean of the School of Communication, is responsible for the long-range planning and direction of the school.

Tweedie, who is in his eighth year at Gallaudet, became acting dean of the School in the fall in 1979 and was appointed permanent dean July 1. He sees the School of Communication here as imperative because of the communication needs of the students: "The deaf person needs to be able to communicate in two worlds—the subculture of the deaf, and the hearing world."

In part, this communication must be broken down into instructional components. The School of Communication has five departments: Audiology, Communication Arts, Linguistics, Sign Communication and Theatre Arts. BA degrees are offered in Theatre Arts and Communication Arts, an AA in Interpreter Training and a MA in Audiology.

But in a broader view, all of these units deal with the study of communication, and we cannot ignore the fact that to survive, people need to have as good communication skills as possible, said Tweedie. "Communication and one's preference for communication is a very personal kind of thing," he pointed out. It's tied up with self image, and the study of any language must include an understanding of the subtleties of the culture.

Historically, the clinical view of communication among deaf people has been that it is a "disordered process," said Tweedie, the process of people devoid of language. Linguists, on the



David Tweedie prepares to catch a ball at the softball game held Nov. 7 between the School of Communication and the School of Education and Human Services, while participants from both Schools look on. Communication lost and had to buy the beer.

other hand, have pointed out that ASL is a viable form of communication. A hidden charge of the School of Communication is to set out the various differences in the form of the language, to help bring the different factions together, said Tweedie. He hopes that the move of most of the departments to the Mary Thornberry Building (Hearing and Speech Center) at the end of this past summer will help people in the various departments get more of an overview and see the need to have a combination of signs and oral expression as well as instruction in English.

As a School of Communication rather than as individual units, Tweedie sees the opportunity for greater interaction among departments. "I wanted to have accessibility to the departments so I would have access to individuals," he

explained. "In order to facilitate communication, we need to get to know each other as individuals." All departments in the School are now in MTB except for Theatre Arts.

The move is only temporary, though, because in the next two years the departments, faculty offices and classrooms will be moving to Dawes House and Kendall Hall so MTB can evolve into a Communication Center, a place which will provide for clinical and research activities in audiometric testing, auditory training, linguistics, sign language instruction, interpreting instruction and speech therapy.

In this "practicum building" it is hoped that all modes of communication will be developed, from more speech and oral training to sign instruction for

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Touring Company play scheduled

The Gallaudet College Theatre Touring Company will open its 1980-81 season with two performances at the Gallaudet College Auditorium Nov. 21 and 22 at 8 p.m.

This year's production, *That Makes Two of Us*, is a romantic comedy written and directed by Bernard Bragg. The production deals with two people who have completely different outlooks on their deafness.

The Gallaudet College Theatre Arts Department formed the Touring Company in the spring of 1977 to fill requests of organizations, schools, clubs and other groups desiring to have a Gallaudet performance brought to them.

Tickets can be reserved by calling x5606 (voice) or x5608 (TDD). Prices are \$2 for students and children and \$3 for all others. Checks can be made payable to Gallaudet College Theatre. Box office hours will be Nov. 17-20 from 2-5 p.m. and Nov. 21 and 22 from 2-8 p.m.

Serendipity Library Bits & Pieces

Database information

Through the BRS and Dialog computer search services, the College Library has access to a surprisingly high number of information database files. Some of these files list bibliographic data only for periodical articles, some only for books or documents, some for both and one for only research projects. The Library has some of the items indexes and other items can be borrowed through interlibrary loan. For a computer search, stop by the Library and sign your name in an empty slot in the appointment book or call and ask someone to sign for you. The search appointment schedule and the terminal are on the main floor, near the stairs to the balcony, on the Ole Jim side of the Library. Listed below are some of the available database files.

Multidisciplinary: Comprehensive Dissertations Abstracts, Conference Papers Index, Encyclopaedia of Associations, Foundation Directory, Foundation Grants Index, Magazine Index, Smithsonian Science Information Exchange (current research projects).

Sciences: Biosis Previews (Biosciences Information Service), Chemsearch, Geoarchive, SPIN (American Institute of Physics).

Humanities: America: History and Life, Art Modern, Historical Abstracts, Philosophers Index.

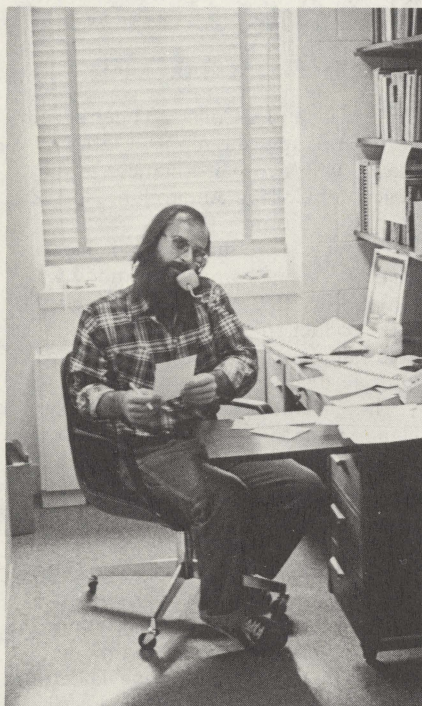
Education: ERIC, Exceptional Child Education Resources, NICEM (National Information Center for Educational Media), NICEM/NIMIS (National Information Center for Special Education Materials).

Linguistics and Languages: Language and Language Behavior Abstracts, MLA Bibliography.

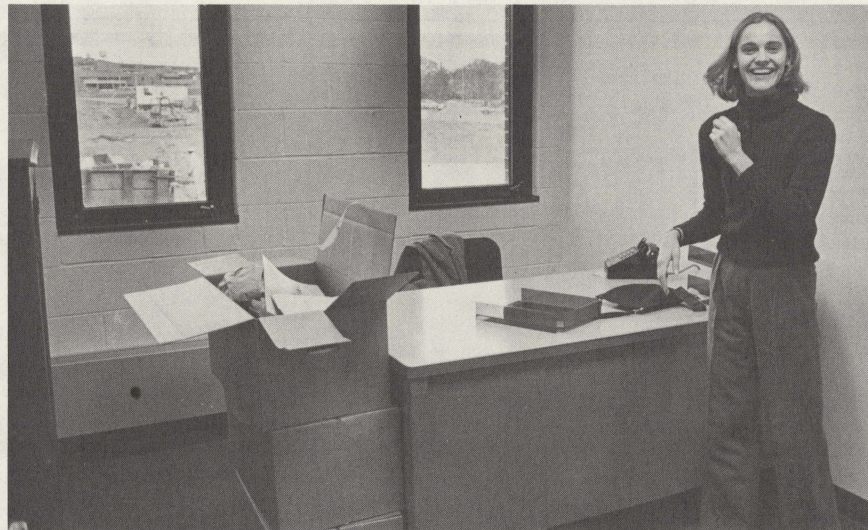
Social Sciences: Child Abuse and Neglect, NIMH (National Clearinghouse for Mental Health Information) Social Scisearch, Sociological Abstracts, U.S. Political Science Documents.

Deaf Action Week

Dec. 1-6 is Deaf Action Week at the DC Public Library. Focus will be on deaf-blind citizens. For more information, you can call 727-1186 (voice) or 727-2255 (TDD).



James Woodward is chairman of the Linguistics Department.



Theatre Arts instructor **Victoria Brown** starts unpacking after her move to the new part of the Auditorium.

Communication

continued from page 1

undergraduates and interpreters. Now, although Audiology does hearing tests and speech therapy, and classes in oral communication are available, there is little for undergraduate students in sign instruction after their orientation. Over the years, hearing, speech and speech-reading skills have been evaluated at Gallaudet, but sign language or simultaneous communication skills of students have not comprehensively been evaluated. This means that evaluation, as historically done, has not given us a clear picture of communication needs of incoming students, Tweedie explained.

"We should be able to evaluate an incoming student and provide communication services in this center to get him from where he is to where he wants to be," he noted. To work toward this goal, a committee comprised of members from each department in the School has been set up. Over the next year or so this committee will be evolving a concept, planning for the redesign of the building and determining the equipment and support services needed. They will also have charge of looking at Gallaudet's student communication evaluation and linking that up with the various service components of the School.

Another committee has also been set up to see what renovation needs to be done in Dawes and Kendall Hall.

A third School of Communication committee is working on developing a new department, Visual Media, which will provide coursework and practical experience for students who want to go into a career in this area. Toward this end, the committee has met with Gallaudet Television and visited NTID this past summer to see what a technical institute does in the area. As a college, Tweedie pointed out, we will go not only into training professionals but will aim for an appreciation of the visual media as a communication form.

All of this is down the road a bit. For the present, all the departments within the School of Communication have changed. The Linguistics Department was nonexistent. Now there are plans for an MA program in Linguistics, which would be mainly an academic degree involving research, and Linguistics is also working with the Department of Sign Communication to develop a graduate degree to train sign language teachers.

Sign Communication was not an academic department before the School of Communication came into existence in the fall of 1979. This department is

now in charge of all faculty and staff sign language training on campus, in addition to the AA degree program, sign language instruction and interpreting and summer sign language programs. They are also responsible for all graduate courses in simultaneous communication that were previously administered by the Education Department.

The old Drama Department has been renamed the Theatre Arts Department and has decided to develop two major subject areas: creative dramatics and community theatre. The Department offices moved last week and are now located at the wing on the north side of the Auditorium (formerly referred to as the Theatre Annex.)

The Audiology Department and Communication Arts Department used to be one department—Audiology and Speech. Now, there is a new Communication Arts major and some talk about this being the generic undergraduate degree on which a graduate communication degree could develop.

Audiology will continue to offer a MA to hearing students and is also interested in developing a training program for speech pathologists. As a speech pathologist himself, Tweedie sees this program as especially needed today with mainstreaming, since many speech pathologists are not skilled in working with deaf people.

Two other campus units that could have more connection with the School of Communication are the Sensory Communication Lab, directed by James Pickett, and the Cued Speech Lab, directed by Orin Cornett. Although both are administrative part of the Research Institute, academic components of their units would be appropriate to fall under the School of Communication, and Tweedie has had discussions with Pickett and Cornett about the possibility of their affiliating with the School.

Tweedie sees the School of Communication as being in its infancy stage now. All the departments are changing and have developed their own objectives for the next few years; how to work together in a unified effort is still evolving. Tweedie sees one of his roles as being a catalyst to help develop good working relationships between the departments. The task forces are another way of bringing people together in the School, since they can give people in various disciplines more of an idea of how they can complement each other.

"I see the beauty of the concept of the School of Communication as getting everyone to look at the whole student," said Tweedie. "We have a unique opportunity to work on that together."

Sponsored R&D

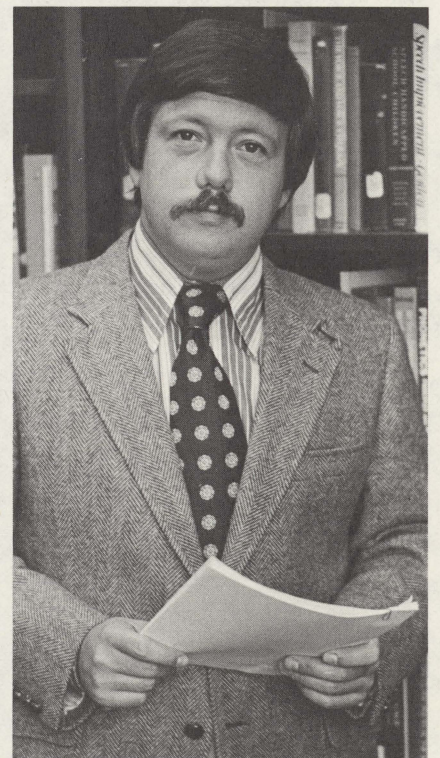
Grant/contract deadlines

Provided below are application deadlines of selected federal programs that offer potential grant or contract opportunities. For more details call Glenn Pfau, Office of Sponsored Research, x5030 (voice or TDD).

Deadline	Program
11/25/80	ED—Metric Education Program
11/26/80	NSF—Graduate Fellowships
12/01/80	OHDS—Child Welfare Research and Demonstrations
12/01/80	PHS—Maternal and Child Health Research Grants (and 3/01/81)
12/16/80	OSE—Educational Media Research Production, Distribution and Training Grants for the Handicapped
12/19/80	OSE—School Based Research
12/19/80	OSE—Research Integration Projects
01/05/81	OSE—Handicapped Children's Model Program
01/06/81	ED—Fund for the Improvement of Postsecondary Education: Comprehensive Program
01/09/81	OSE—Assessment Research Projects
01/09/81	OSE—Nonvocal Communication Research
01/09/81	OSE—Technology Utilization Research
01/23/81	OSE—Youth Employment Research

Weekly program highlight

The Office of Special Education and Rehabilitation Services within the Department of Education has announced Dec. 16 as the application deadline for grants under the "Handicapped Media Services and Captioned Films Program." Purposes are to conduct research on films and other educational media for handicapped people, produce and distribute these and train people in their use. The media grant program makes about 30 awards each year, averaging just over \$100,000 each. The program RFP may be reviewed in the Office of Sponsored Research.



David Tweedie

A Message from the President

Getting the word

Gallaudet College has well established official lines of communication which generally follow the organizational structure of the institution. As plans are developed and decisions are made, information flows through these channels in the form of memoranda and the system works. I know that most of us tire of writing and receiving memos, for most of them are strictly business and far from examples of good writing or even interesting writing. Now and then someone gets a bad case of "memo-mania" and communicates longer or more often than necessary.

As important as this form of communication is, the more informal ebb and flow of plain talk constitutes an important form of communication on Kendall Green. It is important because it is individualized, personalized and represents the point of view of the individual speaking.

I enjoy "getting the word" from individuals throughout Kendall Green and I try to do this in several ways. One of the best ways to get the word is to drop in an office, a dormitory or a meeting that is in progress. It is usually easy to strike up a conversation with someone this way and before long they are talking about how they see things here on Kendall Green.

For several months now I have picked faculty and staff members at random and invited them to have lunch with me at the Edward Miner Gallaudet Residence. We have a relaxed luncheon and talk about whatever comes to mind and get to know each other better. I have been pleased to find that persons invited, largely at random, to these luncheon meetings do not hesitate to raise questions about problems on Kendall Green so that we can talk about them.

One of the best ways to get a genuine picture of what it is like to be a student on Kendall Green is by taking walks through the campus in the late afternoon or evening. It is possible to sit down for a talk in a dormitory or to

drop in on a student activity. I have found students very interested in developments on Kendall Green; in fact, they have very pronounced opinions and good ideas about how the campus should function and look. Mrs. Merrill and I have established some lasting friendships with students through these informal contacts in the evening.

It appears to me, however, that one other possibility exists for having off-the-record, informal exchanges of ideas and suggestions from students, faculty and staff. At least once a week I plan to set aside an hour on Tuesday afternoon—4 to 5 p.m.—when I will have my calendar cleared and be available to talk with anyone who wishes to come into the office. I hope that anyone who wishes to get more information about developments on Kendall Green or to question me about any other matter of importance can drop in alone or with a friend for a talk. I hope that these informal talks will keep me more in tune with the people on Kendall Green whom I endeavor to serve and that decisions which I have to make can be made with more consideration for the points of view of people who study and who work here. Come by. Tell me what you think. I really enjoy "getting the word."

Edward C. Merrill, Jr.

Indian sign dictionary is published

An American edition of the first dictionary of Indian Sign Language ever compiled has been published recently.

An *Introduction to Indian Sign Language* (focused on the Delhi variety) was authored by Madan Vasishta, a doctoral student in the Department of Administration; James Woodward, chairperson of the Department of Linguistics; and Susan De Santis, Instructor in the Department of Linguistics.

The dictionary is being published here by Sign Language Research, Inc. in Silver Spring, MD., a non-profit organization devoted to research on sign languages. A Hindi edition of the dictionary will be published by All India Federation of the Deaf, New Delhi, shortly.

Funds for research and printing of the dictionary were provided by the National Science Foundation, Research Division of Gallaudet, Pre-College Pro-

grams, All India Federation of the Deaf, and Sign Language Research, Inc.

Vasishta, Woodward and De Santis are seeking additional funds from various agencies to compile additional regional dictionaries. There are four regional variations of sign language used in India. They also are soliciting funding to establish sign language classes and interpreter training programs in India. They hope to start implementing this long range plan by next fall.

Sign Language Research, Inc. has set up a fund for continued research in India. Contributions are tax deductible.

For copies of the book or for further information you can contact James Woodward, Room 209 MTB, x5472 voice or x5710 TDD, or write to Sign Language Research, Inc., P.O. Box "5", College Park, MD 20740.

Bikathon benefits Alumni House

"A great trip" was the reaction of all 28 students who took part in the October Bikathon sponsored by Student Life to raise money for the Alumni House.

The bikes and riders were transported to Arlington to start the 14-mile ride to Mt. Vernon. Biking the return trip was optional, but all riders chose to bike it home.

The Bikathon raised \$645 for the Alumni House, \$75 in registration fees and \$570 in pledges from 172 sponsors, solicited by the riders. These pledges are now being collected.

Originally it was planned that the persons who solicited the most sponsors would be awarded prizes, but the students voted to disregard prizes so the entire proceeds could go to the Alumni House Fund.

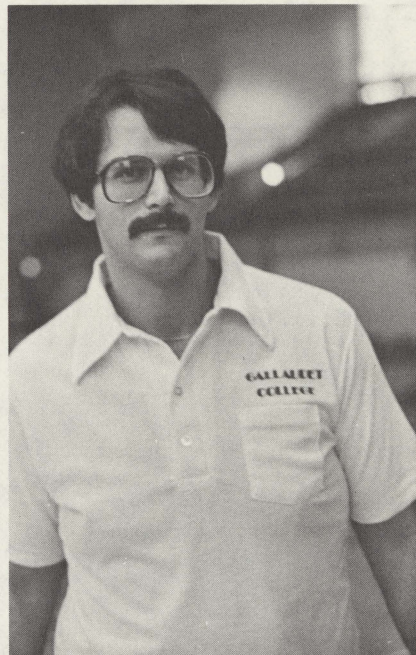
David Reynolds, activities advisor for residence halls, originated the idea and coordinated all phases of the operation. Participants asked that another such outing be scheduled later in the academic year.

Letters

I was invited to the KDES Dedication with my son. I saw the picture of my son on the front page (bottom right) stating "another student checks out attractions inside Kendall" (Oct. 27 issue). This boy is *not* one of KDES students and is *not* hearing impaired. He is my son, George Yates who just visited with me and was staying with his KDES kid sisters in Pre-School program.

Thank you.

Sam Yates



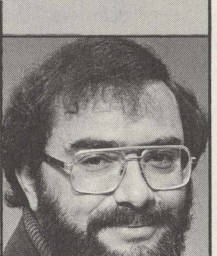
Mike Rosenbaum, men's varsity basketball coach, has been running his players through practice for the past few weeks in preparation for the season opener Nov. 23 against Western Maryland College. This game will be played at the Maryland School for the Deaf in Frederick, starting at 7 p.m. The Bison's first home game will be Nov. 26 at 8 p.m. against Frederick Community College. Rosenbaum, who is a social studies teacher at MSSD, coached basketball for six years at the Mill Neck Manor School for the Deaf in Long Island prior to moving here three years ago. This is his rookie year coaching on the collegiate level but the way practice has been progressing he has things well in hand.

Personalities

Paula Ottinger is an instructor with the Department of Sign Communication. She came to Gallaudet from Western Maryland College, where she was an instructor in the Education Department and assistant coordinator of Education of the Deaf. She has her BA in English/Deaf Education from Western Maryland and MA in Counseling with the Hearing Impaired from Gallaudet.



Ottinger



Menkis

Paul Menkis is an assistant professor with the Department of Sign Communication. He comes here from NTID in Rochester, NY, where he was a manual communication instructor/coordinator. He has his BA in English and Literature from Gallaudet and MS in Instructional Technology from Rochester Institute of Technology.



Cox



De Santis

Patrick Cox is associate professor and clinical coordinator with the Department of Audiology. He comes here from the Georgetown University Affiliated Program for Child Development, where he was associate project director, director of the Division of Communication Disorders and associate professor of pediatrics. He has his AB from G.W. University in Speech Pathology/Audiology, and MS and PhD from the University of Pittsburgh.



Bragg



Royster

Several people are new to the School of Communication from other positions on campus. **Susan De Santis** is an instructor with the Linguistics Department, transferring from the Linguistics Research Lab. **Bernard Bragg** is assistant professor with the Department of Theatre Arts. He was artist in residence with the Division of Public Services in 79-80. **Mary Anne Royster**, now an instructor with the Department of Sign Communication, was formerly director of Prep Studies.



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APR Director:

Jack R. Gannon

Director of Publications:

Laura-Jean Gilbert

Editor:

Vickie Walter

Contributors for this issue:

Janet Bailey
Howard Cihak
Cathy Dickstein
Gail Hadley
Allen Nowell
Gina Oliva
Glenn Pfau
Jo Tracy

Photographer:

Charlie Shoup

Gallaudet College is an equal opportunity employer-educational institution. Programs and services offered by Gallaudet College received substantial financial support from the Department of Education.

Among Ourselves

Barbara Bodner-Johnson, assistant professor in the Education Department, has been invited to participate on the Washington Child Development Council Task Force on Mainstreaming Preschool Children with Handicapping Conditions.

The WCDC Task Force has two major responsibilities: to work with the DC Council's Advisory Commission on Child Development Facilities; and to develop comprehensive materials offering guidelines, supportive services and resources for handicapping conditions for the day care community.

Frank Zieziula of the Department of Counseling presented a workshop for 50 teachers and 20 parents in Columbus, OH Oct. 16 entitled, "Coping with the Hearing Impaired Adolescent." The workshop was sponsored by the Ohio Resource Center for Low Incidence and Severely Handicapped and the A.G. Bell School for the Hearing-Impaired.

Martin Morse Wooster of the Purchasing Department has prepared a monograph entitled, *The Social History of Science Fiction*, which will be published by Greenwood Press in 1982. A summary of the monograph,

"A Preliminary Paradigm of the Social History of Science Fiction Fandom," will be presented at the Eleventh National Meeting of the Popular Culture Association in Cincinnati, OH in June, 1981.

Since he began working at Gallaudet last June, Wooster has also been a contributor to *Twentieth-Century Science Fiction Writers*, the science fiction volume of the *Dictionary of Literary Biography* and *The History of American Science Fiction Magazines*.

The latest issue of the *Journal of Rehabilitation of the Deaf*, Oct., 1980 carried an article concerning school and rehabilitation counselor self-evaluation by William McCrone and Rudolph Gawlik of the Department of Counseling. This material was also presented to the convention of the American Deafness and Rehabilitation Association in Cincinnati, OH concurrent with the NAD Centennial celebration.

John Krpan, the new assistant coordinator of the Visitors Center, gave two lectures on American Sign Language and the Deaf on Oct. 15 and 22 at the University of the District of Columbia, as part of their handicapped awareness activities.



Director of the Department of Sign Communication **Lottie Riekehof** talks with AA student **Charlene Laba** and Assistant Professor **Paul Menkis**.



AA interpreting students **Jeanne Murray**, **Michele Owings** and **Mary Beth Tkach** talk in secretary **Helen Stout's** office.

Lions fruit sale set

The second annual Alexandria-Potomac Lion-Lioness Club Citrus Fruit Sale will be held on campus this Thursday and Friday, Nov. 20-21 from 9 a.m. until 7 p.m. in the Hall Memorial Building parking lot.

Cases of navel oranges, tangelos or pink grapefruit will be sold for \$10 and half cases for \$5.50. Full cases of mixed fruit will be \$12.

If you have questions, call Gary Schlub at x5485 in the Print Shop.

Jobs Available

For additional information contact the Personnel Office.

STAFF

SECRETARIAL POSITIONS: Contact Personnel for listing.
PROGRAMMER/ANALYST: Business Data Systems
SYSTEMS LIBRARIAN: Library
MANAGER FOR ENERGY CONSERVATION: Maintenance & Operation
PAYROLL/ACCOUNTING CLERK: Accounting
INTERPRETER/CLERK: MSSD Principal's Office
INTERPRETER: Demonstration Programs
WORD PROCESSING SPECIALIST: Administrative Support Services
SENIOR APPLICATIONS PROGRAMMER: Computer Center
CAMPUS POLICE OFFICER: Safety & Security
MANAGER, FINANCIAL SERVICES: Accounting

FACULTY

INSTRUCTOR OR ASSISTANT PROFESSOR: English Department
SIGN LANGUAGE INSTRUCTORS: KDES
SUBSTITUTE TEACHERS: MSSD (contact Fred Bone, x5810)

Campus visitors

Visitors to campus this week include:
Nov. 17 - Jack Biesecker from Pennsylvania, touring MSSD and the Admissions Office.

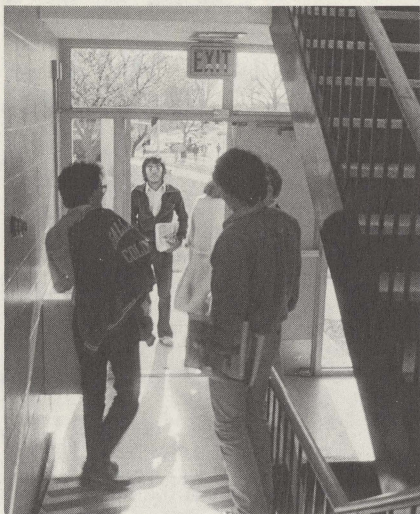
- Peg Feudi of New Jersey, touring MSSD and the Admissions Office.
- Leigh Alperstein and her sign class from George Washington University, visiting "Look of Sound" and touring campus.

Nov. 18 Frank Rousseau and his sign class from Baltimore, visiting "Look of Sound" and touring campus.

- Jack Mitchell, a Gallaudet graduate, visiting "Look of Sound" and touring campus.

Nov. 19 - Frank Turk and his class from American University, touring "Look of Sound."

Nov. 20 - Michelle Pinet, Jim McDermott and Frank Canino from Nova Scotia, touring "Look of Sound," the College and MSSD.



Students gather at the entrance to MTB.

Road opens in Dec.

A number of people on campus have been curious about when the West Virginia Avenue entrance to campus (near Kendall School) will be open.

Well, although we don't have the definitive answer and weather is always a variable to be taken into consideration, it does appear that, weather permitting, the road may be open by the end of the first week in December. A holdup in finishing the road has been in matching the brick, as well as the weather, according to Larry Dean, senior project manager for design and construction.

The road will have a two-lane entrance and double gate, feeding into one lane and should allow for better traffic flow. Dean expressed appreciation for people's patience in waiting for the road to be finished and said, "It will be worth waiting for."

Teletext demonstration scheduled

On Thursday, Nov. 20, Gallaudet College and the National Association of the Deaf are sponsoring a demonstration of Teletext, the communication system CBS has been developing for presentation of print and graphic materials on television.

The demonstration will be held at 3 p.m. in the MSSD auditorium. A question and answer period will follow.

Although Teletext is designed to serve the general public, it also can provide captioning for hearing impaired viewers. Teletext basically is the generic term for systems that transmit letters, numbers and characters to the home television receiver. By using a decoder, the home viewer has access to an electronic "magazine" and can select from a variety of information. With the system, deaf viewers, along with others, can receive such services as updated news,

sports and weather, traffic conditions, school closings, local events and other information previously not readily available. The teletext system is also fully capable of providing captioning.

During the past year CBS has been criticized for not participating with ABC, NBC and PBS in the Line 21 system of closed captioning. Gallaudet and the NAD wish to afford deaf and other concerned people the chance to observe the Teletext system. CBS also issued a series of questions and answers aimed at clarifying its objectives last September, and copies of the full text of CBS's statement may be obtained from the President's Office.

Everyone is encouraged to attend the demonstration Thursday, which will include the opportunity for individuals to operate the hand-held decoders.

Emphasis is on service for M & O

Since July, the Maintenance and Operations Department has been engaged in an effort to improve the efficiency and quality of its performance. A change reflecting this effort is that the word "service" is starting to appear in the names of various parts of the Department. The name "Work Control Center" has now been changed to "Service Center" to typify the spirit and attitude that employees are striving to bring to their jobs.

The Service Center is the employee contact with Maintenance and Operations. If you have a problem or need help from Custodial Services, Maintenance Services, Grounds Services or Utilities Services, the Service Center will take your call and inform the pro-

per personnel. That number is x5200 (voice) or x5203 (TDD).

If you're not sure that the Maintenance and Operations Service Center is the right place to call for your need, call anyway and you will be channeled to the right people even if they are in another department.

The concept of the Service Center is to centralize and streamline communications with the Maintenance and Operations Department. Therefore, it is important that everyone refrain from making requests directly to service employees, assistant directors, managers or supervisors within the department. It is hoped that these changes will significantly improve the performance of Maintenance and Operations.